

# General Government

**Mission.** The mission of General Government is to administer the personnel function, provide management oversight to certain divisions, and develop public, organizational, and legislative awareness of the City's concerns, needs, and services.

**Overview.** General Government is organized into two divisions, Personnel and Administrative Services. Personnel is responsible for locating, securing, and training employees for the City. Primary responsibilities of Administrative Services are to supervise the Municipal Court, Office of Central Inspection (OCI), Internal Audit, and Property Management operations. Additionally, Administrative Services has oversight of the Neighborhood Assistance and Community Education staff and the new Career Development Division.

**Finance and Operations.** Personnel maintains a merit system of employment, administers classification and compensation plans, and promulgates personnel policies and procedures. Personnel administers employee programs, bargaining unit negotiations, and grievance investigations. Staff also maintains personnel transactions and records, directs equal employment/affirmative action programs, and the employee training and development programs.

Administrative Services is divided into several sections: Administration, Public Information, Government Relations/Legislative Services, the City Clerk's Office, and Neighborhood Centers/Services.

Internal Audit is also a part of the Administration section. The Internal Auditor verifies compliance with policies and agreements, and monitors and reviews management practices, including financial transactions. The Internal Auditor also participates in negotiating and monitoring compliance with utility franchise agreements and investigating employee misconduct.

The Administration section oversees the Development Assistance Center. Four years ago the center was established to provide a single point of contact for developers. The Development Assistance Office has been actively involved in annexation activities such as coordinating a staff annexation team; developing information for residents; and organizing meetings with affected citizens.

In 1999, a Marketing Coordinator was added to direct the City's unified marketing effort. The budget continues to include an annual appropriation of \$175,000 to support a marketing campaign on city services.

The Public Information Officer (PIO) is responsible for handling the flow of information both within and outside of the City organization. The PIO manages the broadcasting of City Council meetings, public service announcements, and television commercials in support of the City's Environmental Education program. The Public Information Office publishes the employee newsletter, "City Link."

The "City Beat" television program, featuring in-depth discussions with key City employees and others about events and projects with the City, is produced by the Public Information Officer. City Beat offers citizens an opportunity to call in and ask questions directly of the guests who are involved in high-profile public projects.

The Intergovernmental Relations (IGR)/Legislative Services office is the City's lobbying arm, representing the City in Topeka during the legislative session and throughout the year. IGR also communicates legislative and policy issues of importance to the federal delegation. One measure of the efficiency of Intergovernmental relations is the legislative record on issues important to the City.

Legislative Lobbying Summary				
	1997	1998	1999	2000
Bills lobbied	31	37	38	72
Success rate	87%	84%	80%	88%

The City Clerk's Office is responsible for acting as ex-officio clerk of the City Council, Board of Bids and Contracts, Staff Screening and Selection Committee, and for preparing minutes of all meetings. Additionally, the City Clerk maintains many of the official files of the City, and provides access to City Council meeting agendas and minutes. All users of the City's electronic mail network have access to indexed minutes at all times, offering considerable time savings to all employees who need to refer to Council actions as an integral part of their jobs. In addition, the City Clerk's office posts Council minutes on the Internet after every council meeting.

The IDEA Center, operated through the Administrative Services Division, is an innovative, interactive center designed to facilitate ideas and problem solving in a neutral environment. The IDEA Center uses technology to provide an enhanced ability to brainstorm, plan, and problem-solve. A facilitator assists the group in identifying issues for discussion and in developing potential solutions. All discussion is done online, and participants can see comments, questions, and proposed

actions/solutions on a computer screen, but cannot identify the proposer. This allows a better opportunity for all involved to participate in a discussion without one person or idea dominating the discussion. To date, two staff members have been trained as facilitators.

The final section of the Administrative Services Division is Neighborhood Centers/Services, which provides a direct connection between the City organization and citizens of Wichita.



*District Advisory Board meeting involving citizen input on issues.*

In 1996, the City opened the first Neighborhood Center (Lighted School) at the Colvin community center and elementary school in Planeview. A second center was soon initiated at Atwater community center. The Neighborhood Center concept is based upon a partnership with the school district to use facilities after the traditional school day ends. Programs and services are provided which address the social, economic, and recreational needs of area residents. Four Community Education Coordinators, which are funded through grant dollars, are located in these Centers. The 2001 budget reflects an increase from prior levels, with the inclusion of two previously grant funded Community Education Coordinator positions.

District Advisory Boards were created in 2000 and are staffed by six Neighborhood Assistants (NA), four of which are funded by CDBG funds. The NA's work with neighborhood associations, residents, and District Advisory Board members to advise the Council members on issues affecting their District. Efforts are concentrated on providing information on City services, addressing neighborhood issues of concern, and assisting with special projects. The City Council recently approved the "mini City Hall" concept, which will be the Neighborhood Assistants' permanent location, affording area residents easier access to City services. The "mini City Halls" will provide a daily presence of the City in local neighborhoods, easier neighborhood contact points, and a more visible link between City government and neighborhood residents and associations. The planned locations are Atwater Community Center, Colvin Neighborhood Center, Evergreen Recreational Center, and Stanley/Aley Community School Center.



*Colvin Neighborhood Center is one location planned for the "mini-City Hall" concept.*

General Government Department Budget Summary					
	1999 Actual	2000 Adopted	2000 Revised	2001 Adopted	2002 Approved
Personal Services	1,509,476	1,703,890	1,681,520	1,835,590	1,867,230
Contractual Services	206,526	417,150	423,490	434,900	435,000
Commodities	37,863	41,340	41,060	41,060	41,060
Capital Outlay	0	0	0	1,480	0
Other	13,400	14,170	14,570	13,740	13,740
<b>Total General Government Expenditures</b>	<b>1,767,305</b>	<b>2,176,550</b>	<b>2,160,640</b>	<b>2,326,770</b>	<b>2,357,030</b>
<b>Position Summary</b>					
Total full-time	28	32	32	32	32
Total part-time	0	1	2	2	2
Total FTE	28	30.75	33.25	33.25	33.25